

When to Call the WIC Computer Help Desk:

1. Computer screen problems.

- If the screen locks up, the cursor will not move and you may have a message that says "Working..." at the bottom of the screen. First check to make sure that you are the only person in your clinic working in the clients record or in a family member's record. If not call.
- If the screen looks funny, has odd characters on it or only half of the screen shows up, or is totally blank.
- When you push a key and nothing happens, or something happens that shouldn't. This usually happens with the delete and backspace keys.
- If you spill anything on the keyboard or screen.

2. Problems logging onto the computer.

- If you cannot remember your password. (We don't know it either but we can reset it so you can pick a new password.)
- If you cannot get a login screen.
- If you are entering everything correctly but still can't get in. Make sure that the Caps Lock key is not on before calling.

3. Hotsheet errors.

- If it is hotsheeting information that you are sure is correct.
- If it is hotsheeting fields that you don't need to complete. For example, you are getting hotsheets on the women's fields in a child's record.
- If the hotsheet also displays a message about an "Oracle" or "ORA" error.

4. Certification form problems.

- If you are trying to save the information, and you get a message that says "Unable to insert record".
- When you are in the ID field or family ID field and you get a message that says, "ID numbers are exhausted".
- If you enter the wrong number in the Number of Infants field, you will not be able to correct it.
- The cursor will not go to the fields where you need to enter information.
- The computer makes a record inactive as soon as you save it. Check the income first, if the client is not over-income then call.
- If the computer will not accept the correct certification or medical dates.
- If you are in the height or weight fields and you get a message that has "ORA" or Oracle error" in it. First check to make sure the sex field contains either an "F" or "M". If yes, then call.
- If you enter the wrong screen (TT) and save it.
- If you enter incorrect information on the third page of any certification form and then save it.
- If you created a fake client and saved it.

5. Check issuance problems.

- You try to get into the On Demand screen or the Beginning of Day screen and you get a message that says, "Other Users Generating FI's". You look and no one else is printing checks.
- The computer will not accept the dates you enter in the date fields.
- The screen will not display the check information. First make sure that the Wait List field in the certification form is blank. If it is call.
- The screen is displaying the wrong vendor. Go to the certification form and check the vendor number and also check the secondary vendor number on the food package screen. If these are correct call.
- When the checks displayed are showing beans when it should be peanut butter or vice versa.
- When you get the message: "Client has already participated in the issuance month". Look up the checks, if there are no checks for that month or all the checks are voided, call the help desk.
- If you get a message that says "Client is over 13 months at issuance date" and you know they are not.
- If the computer is not displaying the correct issuance date. First check the pickup day field in the certification form. If it is correct call.
- If you are doing an autobulk of checks and anything goes wrong, call!
- After the checks are printed compare the red and black numbers on the check. If they do not match, ALWAYS CALL THE HELP DESK.

6. Printer problems.

- If you try to print a check or certification form and nothing comes out of the printer.
- If the printer jams and you cannot find the source of the problem.
- If you are changing the ribbon and you can't get the new one in place.
- If the printer prints only half the check and then stops.
- If the printer continually messes up, you may need a new printer. Call!

7. Laptop problems.

- If the laptops become locked up or frozen and you cannot remedy the problem.
- If you cannot access the system to upload or download.
- If you cannot log into the WIC Computer system.
- If there are any physical problems with the laptop (i.e. frayed wires, broken keys, fuzzy monitor).

8. Miscellaneous problems.

- If you discover that a client has two or more id numbers.
- If any computer equipment breaks, including frayed wires and sticking keys.
- If you do not check in your laptop on the day the clinic is held., call the next day.